

## Peter Hazem Ghaly

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### Professional Summary:

Customer service & profit-oriented hospitality management leader with 15 years of international experience, in revenue, recreation, ecommerce, sales, marketing, front office, reservations & distribution.

### Experience:

- Managing Director Assistant, Pawapi Resort. (2021- Present)
- Resort Manager, Pawapi Resort, **Thailand**. (2020-2021)
- E-Commerce cum Revenue & Distribution Manager, Pawapi Resort. (2019-2020)
- Sales Marketing Manager, Arawan Riverside Hotel, Pakse, **Laos**. (2019)
- Recreation Manager, Planhotel Group, Zanzibar, **Tanzania**. (2018-2019)
- Events Manager - Food & Beverage, LUX\* South Ari Atoll, **Maldives**. (2018)
- Recreation Coordinator - Front Office, Lily Beach Resort & Spa, Maldives. (2017-2018)
- Fitness Trainer - Spa, Hyatt Regency Dubai, **UAE**. (2017)
- Sales Marketing Manager, AlZahraa Seafood Restaurants, Egypt. (2016)
- Kids Animator, Sunset Beach Resort, Al Khobar, **KSA**. (2014-2015)
- Sports Animator, Hilton Taba, & Hilton Dreams, **Egypt**. (2013)
- Tour Leader, Travel Ways, Egypt. (2009)
- Front Office Agent, Rixos, Egypt. (2008)
- Spa Attendant, Hyatt Regency, Egypt. (2007)

### Education:

- **Hospitality Management** – Cornell University. (2018)
- **Bachelor** of Tourism and Hotels Management - Helwan University. (2013)
- **American Diploma**, Manor House School, Egypt. (2006)

### Certificates:

- Hotel Revenue Management - Cornell University.
- Business Development – Project Management Institute.
- Services Marketing Planning & Management - Cornell University.

- Professional Conference and Event Management - American University in Cairo AUC.
- Financial Statements - Cornell University.
- E-commerce - LinkedIn.
- Brand Reputation - National Association of State Boards of Accountancy (NASBA)
- Salesforce for Sales Managers - Project Management Institute.
- Hotel Management - Oxford Home Study College.
- Pricing Strategy - LinkedIn.
- Foodservice Management - Cornell University.
- Marketing Consumer Behavior - LinkedIn.
- Key Account Management - LinkedIn.
- Building High-Performing Teams - Cornell University.

## Specialties & Skills:

### Hospitality Management:

- E-Commerce, Front Office, Recreation, Sales Management, Marketing Management, Reservations, Business Development, Finance, Budgeting, & Cost-control

### E-Commerce & Distribution:

- Digital Marketing, Search Engine Optimization (SEO), Online Marketing, Social Media Marketing, E-Commerce Strategy, Market Research, Cloud Management, Branding, Distribution, Online Reputation, Web Development, Data Analysis, Customer Relationship Management (CRM), Merchandising, New Business Development, Adobe Photoshop.

### Revenue Management:

- Analyzing, Forecasting, Pricing, & Yielding.

### Wellness & Recreation:

- Fitness Instructions, Events Management, Life Coaching, Yoga, Nutrition, Handwriting Analysis & Personal Training.

### Software & Computer Skills:

- Microsoft Office & G Suite.
- Google Slide, Photoshop, Adobe Suite, & PowerPoint.
- SEO: (Ahrefs, Google Analytics, SEMrush)
- PMS & POS: Micros Opera, OnQ, Pilot Kiosks, LittleHotelier, SiteMinder, Cloudbeds, IDEaS, SynXis, Delphi, EZ Yield, Tableau, BI Tools, & Travel Clicks.